

rtta connect Paratransit



Interactive Voice Response (IVR) System

We at RTA are excited to introduce our new RTA Connect Interactive Voice Response (IVR) system.

This system will make it easier than ever to access your appointments and pick up times!

This interactive technology allows us to send important messages to our customers through the use of voice and telephone keypad.

Types of automated messages you will receive:

- A reminder call the night before your scheduled trip(s) for the next day.
- An alert call giving your pickup window times (call typically happens within 20-60 minutes prior to your pickup).
- Each call will give you the option of canceling your scheduled trip. To cancel a trip please enter your **client identification number** located on the front of your RTA ID and **security pin** (4-digit birth year).

If you do not wish to use our IVR system or would like to opt out of specific automated messages, please call us at **937-425-8300**.

You can always call the RTA Connect: Paratransit IVR directly at 937-425-8318.



Once dialed, you will be prompted to select from the following choices. Please have your **client ID** and **security pin** on-hand.

Press 1

Make a reservation

Press 2

Confirm or cancel a trip

Press 3

If you're expecting a pick-up within the hour, press 3 to hear your driver's estimated arrival time.

Press 4

Verify your customer information

Press 9


Return to the main menu

Press 0

Speak to a Customer Service Representative

Press *

Repeat menu



For more information, please
call our Call Center at
937-425-8300 or visit us online
at iriderta.org/rtaconnect



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